

Mandala Theatre Company CIO Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Email

info@mandalatheatre.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Health information (including dietary requirements, allergies, and health conditions)
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

We also collect or use the following information to **provide services and goods, including delivery:**

- Racial or ethnic origin
- Health information

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Marketing preferences
- Location data
- Purchase or viewing history
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information for **research or archiving purposes:**

- Names and contact details
- Location data
- Purchase or viewing history
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information for **recruitment purposes:**

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth

- National Insurance number
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following information for **recruitment purposes**:

- Racial or ethnic origin
- Sexual orientation information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Legitimate interest:
 - We collect and use personal information to communicate with participants about projects they are involved in, ensure the safety of participants in our projects, to obtain parental consent when working with young people under 18.
- Vital interests

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Legitimate interest:

- We collect and use personal information to keep in contact with our supporters and people who have consented to receive information about our activities and events.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent
- Legitimate interest:
 - We collect and use personal information to enable us to understand who we are reaching to better target our services who might benefit them. We also collect this information to comply with our funder reporting requirements.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Legal obligation
- Legitimate interest:
 - We collect and use personal information so that we can proactively ensure our recruitment processes adhere to equal opportunities legislation in employment and do not discriminate against protected characteristics, minority groups, and people underrepresented in our industry.

Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations
- Publicly available sources

- Previous employers
- Third parties:
- Our website host provides us with information about the users that visit and interact with our website.

How long we keep information

We only retain information for the shortest period necessary.

- We retain project participant information for no more than one year after the project ends.
- We retain recruitment information for no more than one year after the recruitment cycle ends.
- We retain employee records for six years following the end of a person's employment.
- We retain contact details shared with us for marketing purposes indefinitely unless instructed to remove a person's information from our records.
- We retain personal information for research purposes indefinitely unless instructed to remove a person's information from our records.

Who we share information with

Other organisations

- Organisations we need to share information with for safeguarding reasons
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)
- Publicly on our website, social media or other marketing and information media (where appropriate)

- Previous employers

Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent - When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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8 May 2024